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- Preserve the integrity of others.
- Practice active listening.
- Be accountable for your actions.
- Involve others in problem solving.

# The Pipeline



*Secretary Miller gets acquainted with three of the summer interns who are working in OPE. (Pictured left to right are Phil Luckett, Secretary Miller, Brian Bellau and Elizabeth Solheim.)*

## OPE Celebrates Office Redesign

*By Anya Armes Weber*

The Office of Performance Enhancement celebrated its redesign with a reception and walking tours of its new layout Wednesday morning.

The event's theme was "Follow the Yellow Brick Road," which suits OPE Division of Quality Improvement Director Mark Neff's observations that Everyone a Leader's basic principles\* are paralleled in "The Wizard of Oz."

"Dorothy is always forgiving," Neff said as film's music filtered from his office. "She tends to look to people's strengths." For example, he said, when the Cowardly Lion pounced onto the scene, Dorothy didn't retreat in fear, she welcomed him to the adventure.

The redesign was planned with the responsibilities of each office division in mind, OPE Director Susie Schaaf said.

Division of Quality Improvement staff, whose work can include conversations regarding contracts and complaints, need more privacy and have partitioned offices, Schaaf said. Division of Information Analysis and Reporting (DIAR) employees often work as a team and have open offices without walls.

"It's an innovative setup for the groups that need to work together, and the groups that need privacy have it," Schaaf said.

Walt Disney was the first to realize that without office walls, "creativity abounded," Schaaf said. Studies report that staff without walls are more attuned to each other's activities, interrupt each other less and have better communication than those who sit inside cubicles, Schaaf said.

The six-member DIAR team can talk and see what one another is working on, and they can meet as a group at the table, complete with computer to review agendas and notes, in the center of the area.

"We in the DIAR group refer to ourselves as 'the swamp' " after the doctors' quarters on the TV show "MASH," Administrative Specialist Wayne Cooley said. He said the absence of walls helps shape the group into a high-performing team.

"That old mouse still rules, apparently, and we hope to continue to learn from 'ole Mickey,' in the DIAR," Cooley said.

OPE's office is posterized with messages like "Our goal today: to hatch new ideas," and "Synergy Happens." Several staff have displayed highlights of their DISC profiles – situational strengths, organizational roles, how coworkers can effectively talk to them and what time of day they do their best work.

The reception also served as a thank you to Leasing and Design staff, who assisted with OPE's modification, Schaaf said.

*Leasing and Design staff enjoy breakfast as compliments of their hard work.*



## Former CFC Employee Selected for Cornell Summer Institute

*By Selena Stevens, University of Kentucky  
Public Relations*

University of Kentucky College of Social Work doctoral student Linda Wermeling is one of 12 students nationwide who have been selected nationally to attend the 10th annual Summer Research Institute at Cornell University. The 2002 institute is sponsored by the National Data Archive on Child Abuse and Neglect (NDACAN) and will be held at Cornell in Ithaca, N.Y., May 28-June 2. It is an intensive experience in secondary analysis of data sets collected by NDACAN. The 12 participants were selected based on previous research experience and their level of commitment to their research.

In her doctoral program, Wermeling completed two research papers, which focused on how substance abuse and mental health problems are detected and dealt with among clients nationally in child welfare systems. Her reviews of data and literature on the subjects revealed gaps in services offered to child welfare clients, as many services tend to focus on caretakers' problems as opposed to that of the child. More study in this area, she said, could lead to breakthroughs for better services. She will use her time at the institute for further study of data in these areas.

"Better understanding may lead to the development of more effective strategies for engaging clients in treatment and in training child welfare workers in the process," Wermeling said. "Identification of barriers to treatment may improve and enhance outcomes for these children."

During the summer institute, Wermeling will learn new methods of statistical analysis that can help her better review

data. She also will work on her two papers with an eye toward publishing them in journals.

Students in the institute receive assistance in refining research plans, and resolving technical problems and statistical analysis issues. They participate in workshops, research presentation and computer sessions led by NDACAN and Cornell staff and researchers.

Wermeling earned her master of social work degree at UK in 1995, in the midst of a 26-year career with Kentucky state government from which she retired in 2000. She is an instructor for the UK College of Social Work at its Northern Kentucky University satellite program and is a certified alcohol and drug counselor in Kentucky. She plans to enter a university teaching career full time following completion of her doctoral program, tentatively slated for 2004. To complete the requirements of the doctoral program, she is engaged in a dissertation exploring why social workers leave the profession.

Wermeling and her husband, Frank, live in Covington. Her stepson, Ryan Wermeling, lives in Bowling Green and soon will graduate from high school. Wermeling said she and her husband, a graduate of the UK College of Law, hope Ryan, who is considering a career in medicine, will become the second generation of Wildcats in their family by attending UK.



## Andrews Named Director of Family Support

Dianne Andrews has been named Director of the Division of Family Support within the Department for Community Based Services. Ms. Andrews is a career employee and has extensive experience in the Family Support Programs.

She has been Acting Director of the Division since December, 2001. Her official duties became effective May 16, 2002.

## Correction: CFC Connections



The recent article on Secretary Miller's inaugural CFC Connections meeting with Quality Central staff contained errors and omissions we would like to correct:

- The "Let's Talk" sessions were held at Quality Central in May 1999 as a forum for employee concerns. They were conducted by Quality Central Connections, a group of volunteers who meet regularly to discuss and recommend solutions to work-related issues and plan special activities for CFC employees.
- CFC Connections meetings are an outgrowth of the "Let's Talk" sessions. They are intended to keep CFC staff better informed of Cabinet news and other information of interest to employees, and they will be held quarterly at sites alternating between Frankfort and the service regions.

- Quality Central Connections had a contest to name the Cabinet's new information sharing initiative. Carl Ishmael of the Office of Technical Support submitted "CFC Connections" and received a professional book of his choice for coming up with the winning name.

*The Office of Communications  
welcomes the opportunity to correct  
significant errors.*

## Sick Leave Needs



Stephanie Perry of Finance is in need of donated sick leave. Stephanie is the niece of Garnett McRoberts in CFC's OHRM. To donate leave time, contact Garnett at 564-7770 Ext. 4145.

Janice Farler CFC/OTS is in need of donated sick leave. To donate leave time, contact Dona True at 573-7017 Ext.113.